Audéo S YES / Audéo S SMART / Audéo S MINI

CRT hearing aids

User Guide

PHONAK
life is on

Contents

1. Welcome 5

2. Important safety information: Please read before operating your hearing aid for the first time 6

Hazard warnings 6

Information on product safety 9

3. Hearing aid description 12

4. Step-by-step instructions for using the hearing aid 16

Step 1. Getting to know your hearing aid 16

Step 2. Battery preparation 18

Step 3. Inserting the battery 19

Step 4. Turning on the hearing aid 19

Step 5. Inserting the hearing aid 21

Step 6. Adjusting the volume control behind the ear 23

Step 7. Selecting the hearing program behind the ear 25

Step 8. Removing the hearing aid 26
Step 9. Turning off the hearing aid 27
Step 10. Changing the battery 27

5. Care and maintenance 28

6. Troubleshooting 30

7. Wireless Accessories and FM systems 32
Wireless Accessories 32
FM systems 33

8. Service and warranty 35

9. Compliance information 37

10. Information and description of symbols 40

This user guide is valid for:

Wireless models	CE mark applied
Audéo S YES IX/V/III	2010
Audéo S SMART IX/V/III	2010

Non wireless models	CE mark applied
Audéo S SMART I	2011
Audéo S MINI IX/V/III	2010

1. Welcome

Your new hearing aid is a premium Swiss quality product. It was developed by Phonak, one of the world's leading companies in hearing technology. Your hearing aid offers the most modern digital hearing technology currently available on the market.

Please read these user instructions thoroughly in order to benefit from all the possibilities your new hearing aid has to offer. With proper use and care, you will be able to enjoy your hearing aid for many years to come.

If you have any questions, please consult your hearing care professional.

Phonak – life is on **www.phonak.com**

CE 0459

2. Important safety information

Please read the information on the following pages before using your hearing aid.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

2.1 Hazard warnings

⚠ The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.

⚠ Changes or modifications to the hearing aid that were not explicitly approved by Phonak are not permitted. Such changes may damage your ear or the hearing aid.

⚠ Do not use the hearing aids in explosive areas (mines or industrial areas with danger of explosions).

⚠ Hearing aid batteries are toxic if they are swallowed! Keep out of reach of children and mentally challenged people or pets. If batteries are swallowed, consult your physician immediately!

⚠ If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of ear wax occur, please check with your hearing care professional or physician.

⚠ Pieces of broken ceramic housings are sharp-edged and can cause cuts.

⚠ In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal.

⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that

warning signals or noises coming from behind, e.g. cars, are partially or entirely suppressed.

⚠ The hearing aid contains small parts that can cause choking, if swallowed by children. Keep out of reach of children and mentally challenged people or pets. If swallowed, consult a physician or hospital immediately.

⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG, to avoid any electrical shock.

⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):

- Keep the wireless hearing aid at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the wireless hearing aids and contact the manufacturer of the active implant. Please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.

- Keep magnets (i.e. battery handling tool, EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.
- You are not permitted to use wireless accessories for your hearing aids. Ask your hearing care professional for details.

2.2 Information on product safety

ⓘ Never immerse your hearing aid in water! Protect it from excessive moisture. Always remove your hearing aid before showering, bathing, or swimming, as the hearing aid contains sensitive electronic parts.

ⓘ Protect your hearing aid from heat (never leave near a window or in the car.) Never use a microwave or other heating devices to dry your hearing aid. Ask your hearing care professional about suitable drying methods.

ⓘ When you are not using your hearing aid, leave the battery compartment open so that any moisture can evaporate. Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.

ⓘ Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.

ⓘ Ceramic hearing aid housings are resistant to scratches but must be treated with care. If hit hard enough or dropped, the ceramic housing may break.

ⓘ Always use new batteries for your hearing aid. In case a battery is leaking, replace it immediately with a new one to avoid any skin irritation.
You can return used batteries to your hearing care professional.

ⓘ Remove the battery if you are not using your hearing aid for a long period of time.

ⓘ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:

- Medical or dental examination with X-ray (also CT scan)
- Medical examinations with MRI/NMRI scans, generating magnetic fields

Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.

ⓘ Do not use your hearing aid in areas where electronic equipment is prohibited.

3. Hearing aid description

The following user instructions describe Canal Receiver Technology (CRT) hearing aid models.

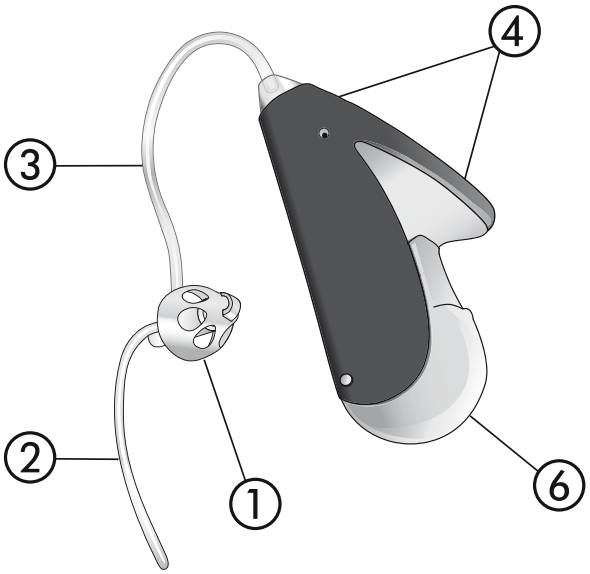
CRT hearing aids can be adapted with a variety of earpieces.

On the following pages use the labeled drawings to identify the earpiece that you use.

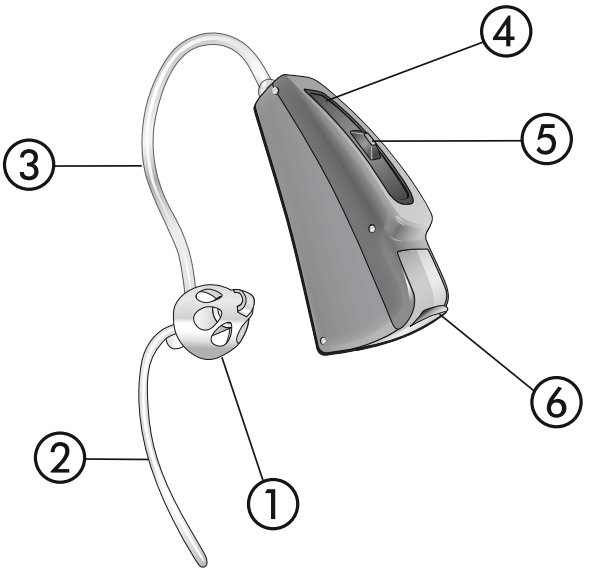
The following table shows what battery you need for your hearing aid model.

Model	Zinc air battery size (marking on package)	IEC code	ANSI code
YES IX/V/III	**312** (brown)	PR41	7002ZD
SMART IX/V/III/I	**312** (brown)	PR41	7002ZD
MINI IX/V/III	**10** (yellow)	PR70	7005ZD

Option A: with Dome



Audéo S YES

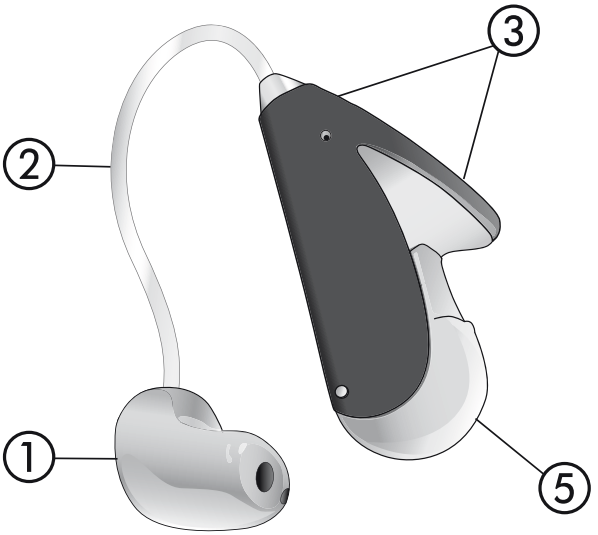


Audéo S SMART
Audéo S MINI

① Earpiece: Dome (detachable)
② Retention
③ xReceiver unit
④ Microphone input with microphone protector
⑤ Switch*
⑥ Battery compartment with ON/OFF switch

* Option/Function not available for Audéo S YES and Audéo S MINI

Option B: with Shell



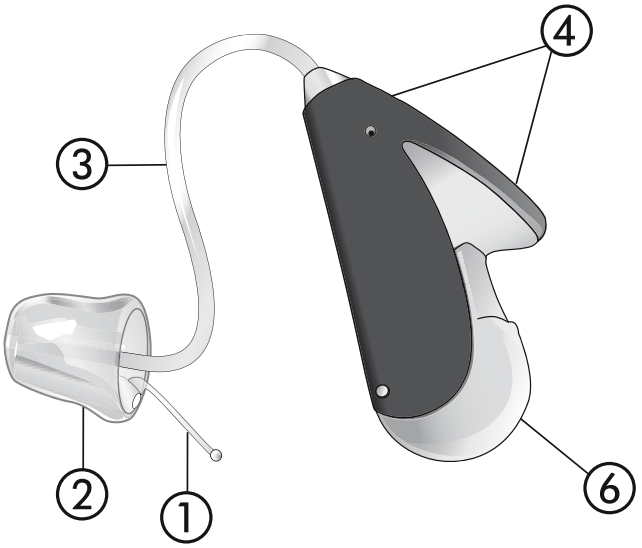
Audéo S YES

Audéo S SMART
Audéo S MINI

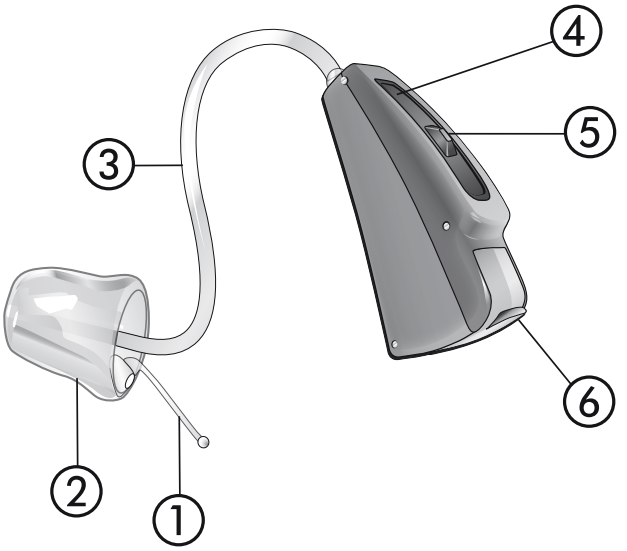
① Earpiece: shell (cShell/xShell)
② xReceiver unit
③ Microphone input with microphone protector
④ Switch*
⑤ Battery compartment with ON/OFF switch

* Option/Function not available for Audéo S YES and Audéo S MINI

Option C: with SlimTip



Audéo S YES



Audéo S SMART
Audéo S MINI

① Removal handle
② Earpiece: SlimTip (detachable)
③ xReceiver unit
④ Microphone input with microphone protector
⑤ Switch*
⑥ Battery compartment with ON/OFF switch

* Option/Function not available for Audéo S YES and Audéo S MINI

4. Step-by-step instructions for using the hearing aid

The following chapter provides step-by-step instructions on how to use your hearing aid. Please follow these steps carefully. In the drawings, the parts that are particularly important for each step are shown in green.

Step 1. Getting to know your hearing aid

Take the hearing aid in your hand and try out the hearing aid controls. This will make it easier for you to feel for and operate the controls later on when wearing the hearing aid.

Your hearing care professional can configure your hearing aid (push) switch as either a volume control or a program selector. Consult your hearing care professional to determine which option is active in your hearing aid.

Volume control option

To increase the volume, press the switch on your right hearing aid. To decrease the volume, press the switch on your left hearing aid (Fig. 1a).*

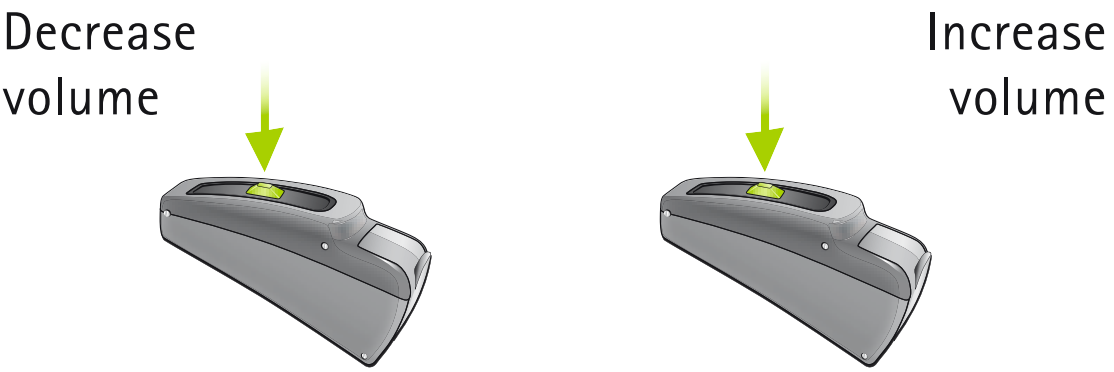


Fig. 1a

* Option/Function not available for Audéo S YES, Audéo S MINI and Audéo S SMART I

Hearing program option
In order to change a hearing program, press the switch displayed (Fig. 1b).*

Fig. 1b

Step 2. Battery preparation

Remove the protective foil from the new battery (Fig. 2). Wait for two minutes before inserting to activate the battery.

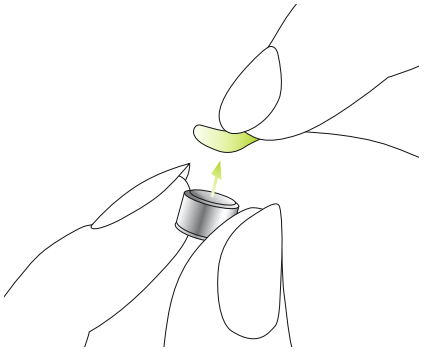


Fig. 2

* Option/Function not available for Audéo S YES and Audéo S MINI

Step 3. Inserting the battery

Take the hearing aid in your hand and open the battery door. Insert the battery so that you see the + symbol on the battery (Fig. 3a/3b).

Fig. 3a: Audéo S YES

Fig. 3b: Audéo S SMART
Audéo S MINI

Step 4. Turning on the hearing aid

The hearing aid is switched on by closing the battery compartment (Fig. 4a/4b).

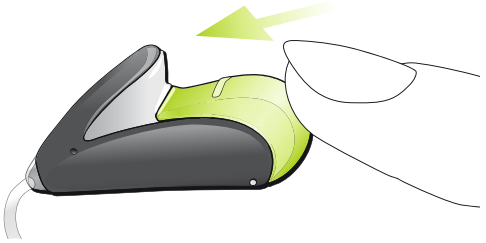


Fig. 4a: Audéo S YES

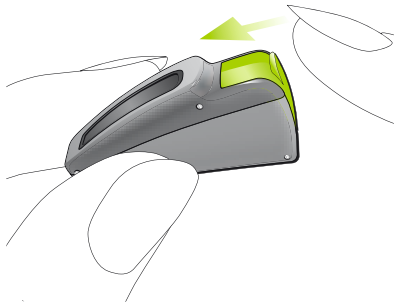


Fig. 4b: Audéo S SMART
Audéo S MINI

ⓘ **Open and close the battery compartment gently and carefully.**

ⓘ **Check if you feel resistance when closing the battery compartment. Check to make sure the battery is correctly inserted and in the correct direction. If the battery is inserted the wrong way, the hearing aid will not work and the battery compartment can be damaged.**

The hearing aid is now switched on. It can take up to 15 seconds before it starts.
(When you wear the hearing aid, you will hear an acoustic signal).

Step 5. Inserting the hearing aid

This step shows you how to correctly insert the hearing aid. The type of earpiece determines how the hearing aid is inserted.

ⓘ **Each hearing aid is individually programmed for your right or left ear. For the first step identify right and left so you will be able to insert your hearing aid in the correct ear.**

Step 5.1 Identifying the hearing aids for the right and left ear

Color indicator:
right = red
left = blue

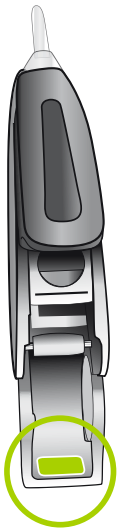


Fig. 5a: Audéo S YES

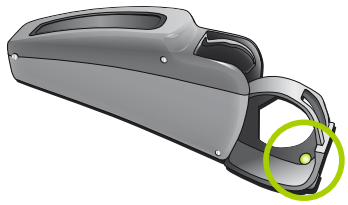


Fig. 5b: Audéo S SMART
Audéo S MINI

Step 5.2 Inserting a hearing aid with a **dome**

Before inserting the dome, check that it is correctly attached to the tube (dome length is completely slid over the tube). With your right hand, place the right hearing aid (red mark on the hearing aid, see step 5.1) behind your right ear (Fig. 5c). Place the hearing tube between your thumb and forefinger. Insert the dome deep enough into the ear canal so that the hearing tube lies flat on your ear (Fig. 5d). If your hearing aid has a retention cord, then press it into the bowl of the ear in order to retain the dome in the ear canal (Fig. 5e).

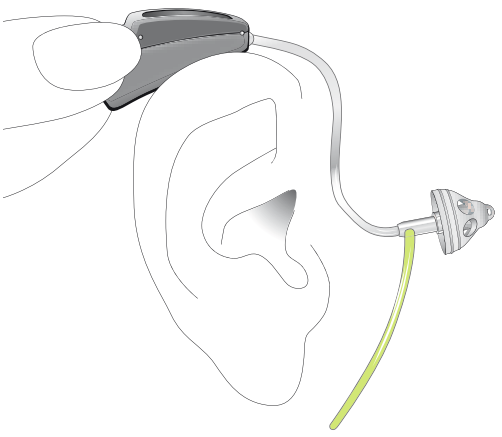


Fig. 5c

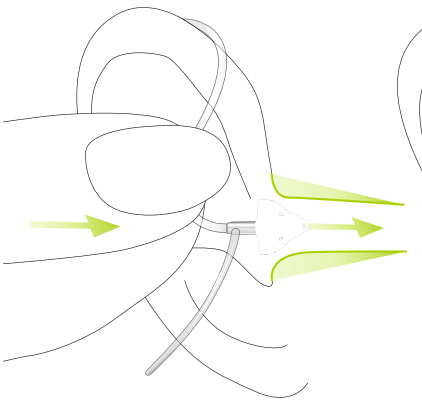


Fig. 5d

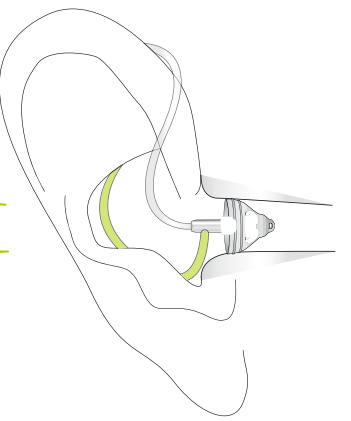


Fig. 5e

If you have problems inserting the hearing aid, use your other hand to gently pull your earlobe downwards. This opens the ear canal a little more and you can gradually rotate the dome until it fits correctly.

You have now successfully inserted the right hearing aid. Now insert your left hearing aid in the same way (marked in blue, see step 5.1)

Step 5.3 For inserting a hearing aid with a **SlimTip** or **Shell**

Follow the instructions in Step 5.2, as this procedure is identical.

Step 6. Adjusting the volume control behind the ear*

Your hearing care professional can configure your hearing aid (push) switch as either a volume control or a program selector.

* Option/Function not available for Audéo S YES, Audéo S MINI and Audéo S SMART I

To increase the volume, press the switch on your right hearing aid. To decrease the volume, press the switch of your left hearing aid. Use your thumb to lightly support the hearing aid (Fig. 6).

Left hearing aid

Decrease volume

Right hearing aid

Increase volume

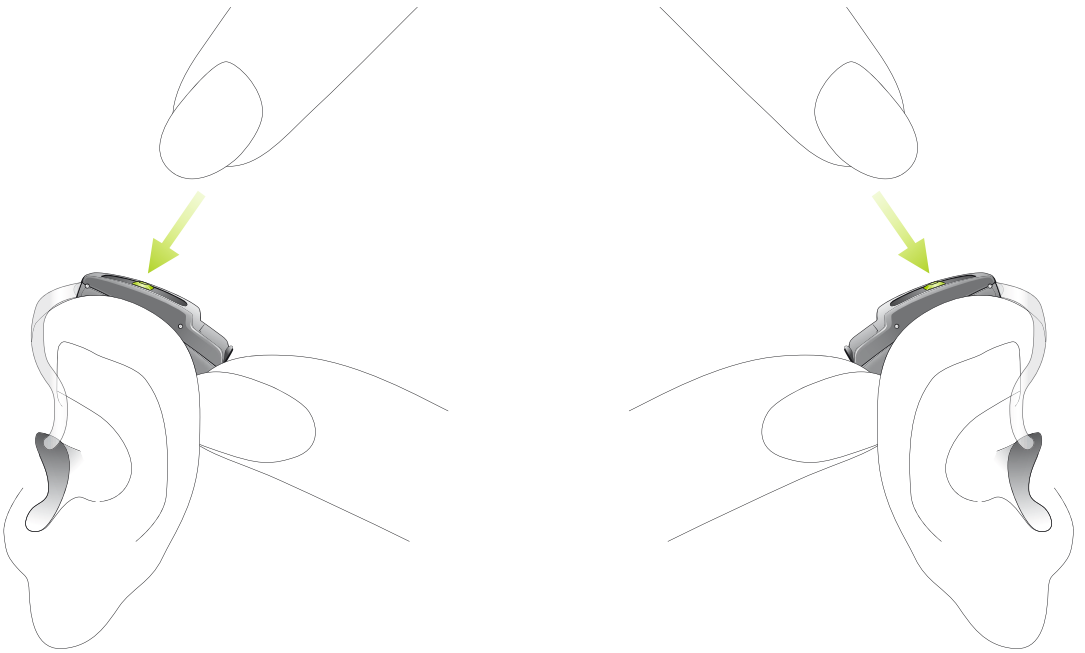


Fig. 6

Step 7. Selecting the hearing program behind the ear*

In order to select or change a hearing program with the hearing aid, press the program switch displayed in (Fig. 7).

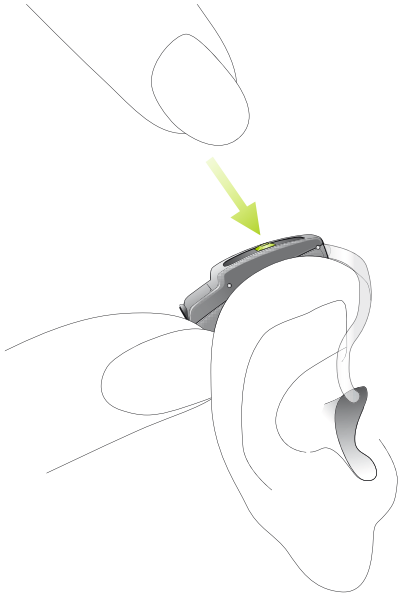


Fig. 7

If you press it again, you change to the next program. A signal indicates the change.
A signal tone can only be easily heard if you have turned on the hearing aid and you are wearing it correctly behind the ear.

* Option/Function not available for Audéo S YES and Audéo S MINI

Step 8. Removing the hearing aid

Step 8.1 Removing a hearing aid with a **dome**

Grasp the hearing aid by the hearing tube and carefully remove it from your ear (Fig. 8).

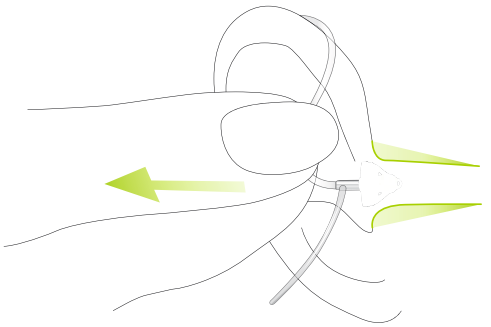


Fig. 8

⚠ **In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a medical specialist for safe removal.**

Step 8.2 Removing a hearing aid with **SlimTip** or **Shell**

Follow the instructions in Step 8.1, as this procedure is identical.

Step 9. Turning off the hearing aid

You can turn off your hearing aid by opening the battery compartment (Fig. 9a/9b).

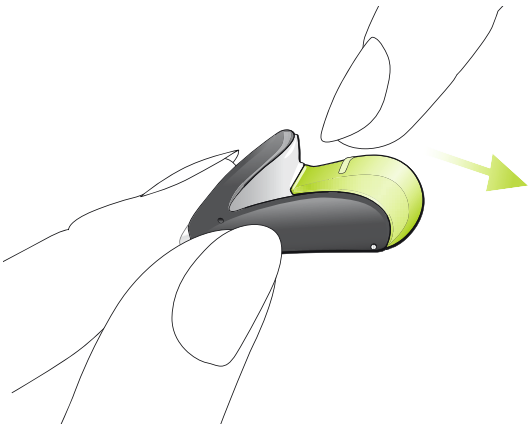


Fig. 9a: Audéo S YES

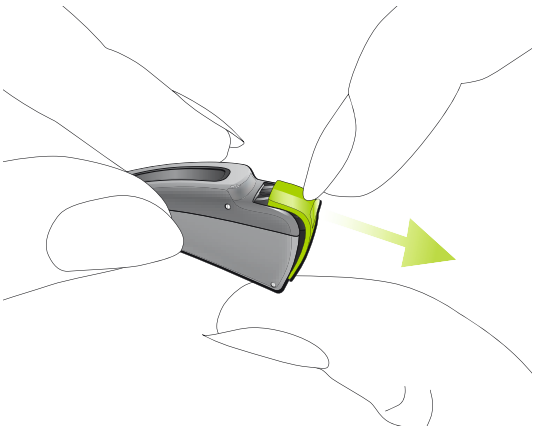


Fig. 9b: Audéo S SMART
Audéo S MINI

Step 10. Changing the battery

Your hearing aid will indicate with a double beep, that the battery soon needs to be changed. You typically have up to 30 minutes to change the battery, however this can differ and might be considerably shorter. We recommend that you always keep a spare battery on hand.

5. Care and maintenance

Diligent and routine care of your hearing aid contributes to outstanding performance and a long service life.

Please use the following specifications as a guideline:

General information
Before using hair spray or applying cosmetics, you should remove your hearing aid from your ear, because these products may damage it.

Never wash or clean the microphone protection (see chapter 3). Doing so could cause it to lose its special acoustic features. Try to avoid touching this protection, e. g. when inserting or operating the hearing aid.

Daily

Inspect the earpiece for earwax and moisture deposits. Clean the surfaces with a lint-free cloth.
Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing aid. It is not recommended to rinse with water. If you need to clean your hearing aid intensively, ask your hearing care professional for advice and information on filters or drying capsules.

Weekly

Clean the earpiece with a soft, damp cloth or with a special cleaning cloth for hearing aids. For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

6. Troubleshooting

Hearing aids sound softer than usual/no sound
First check whether you can adjust and make the sound louder with the volume control. Then check the earpiece for earwax residue and clean if necessary. Check whether the battery is correctly inserted and properly fitted, adjust the fit if necessary. If there is no improvement, change the battery. If the problem persists, contact your hearing care professional.

Battery discharges too quickly
Insert a new battery and make note of exactly how long it lasts. Contact your hearing care professional with this information, they will be able to help and advise you.

Crackling or buzzing background noises
Check the earpiece for earwax residue. If the problem persists, contact your hearing care professional.

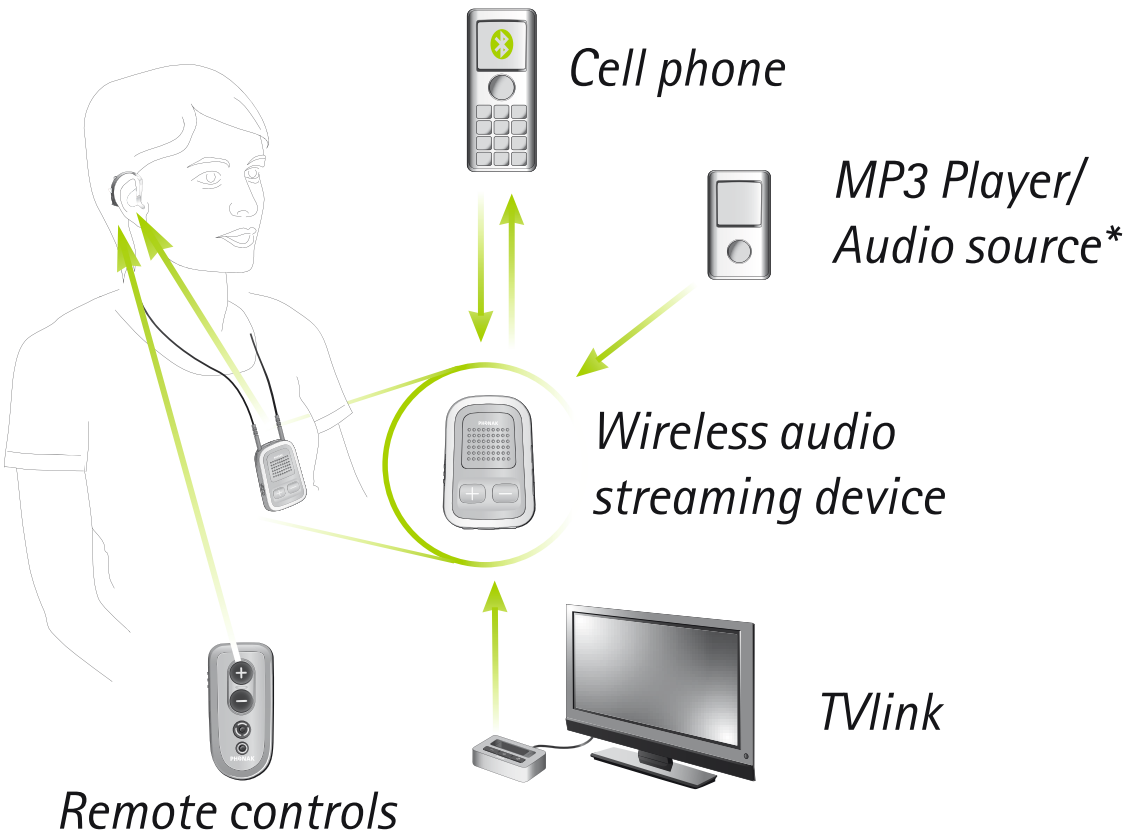
Whistling
Check whether the earpiece is correctly and firmly fitted. If this is the case, but the problem persists, please consult with your hearing care professional to check your ear.

Pain or inflammation in your ear
Remove the hearing aid and consult with your hearing care professional. If the problem is serious, please contact your physician.

7. Wireless Accessories and FM systems

7.1 Wireless accessories

Phonak has developed a broad range of wireless accessories for a convenient control of your hearing aid. It includes remote controls, wireless audio streaming devices for connection to TV (via TVLink), cell phones etc. refer to schematic below:



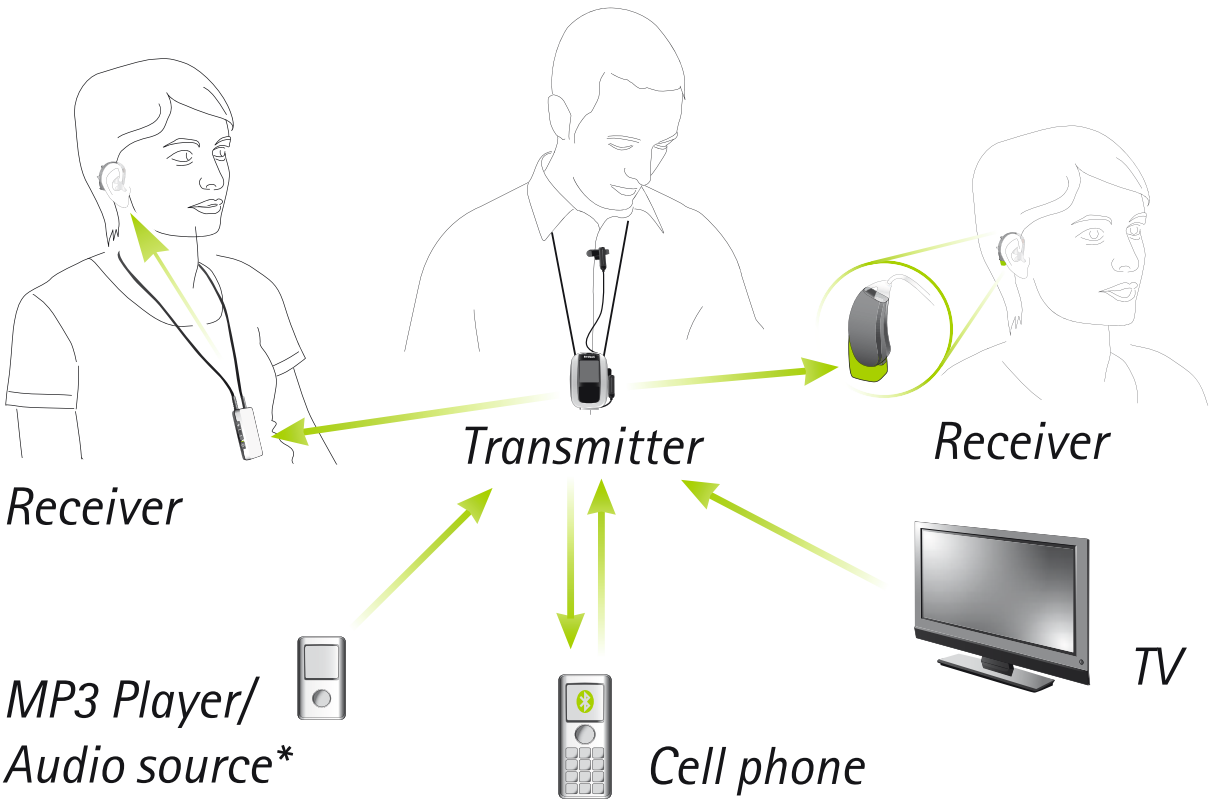
* Non wireless audio sources can be connected by wiring directly to the wireless audio streaming device

7.2 FM systems

FM systems are wireless communication systems, consisting of a transmitter and a receiver. For more information, please visit www.phonak.com or ask your hearing care professional. If you already have an FM system and need additional information, please consult the relevant user instructions.

Transmitter: placed close to the speaker or connected to the sound source (Cell phone, TV etc.), transmitting the sound over distance to the receiver directly without disruptive background noises.

Receiver: worn by the listener (neckloop) or connected directly to the Behind-The-Ear hearing aids.



* Non wireless audio sources can be connected by wiring directly to the transmitter.

8. Service and warranty

8.1 Local warranty

Please ask the hearing care professional, where you purchased your hearing aid, about the terms of the local warranty.

8.2 International warranty

Phonak offers a one year limited international warranty, valid starting from the date of purchase. This limited warranty covers manufacturing and material defects in the hearing aid itself, but not accessories such as batteries, tubes, earmolds, external receivers. The warranty only comes into force if a proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

8.3 Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial number (left side):

_____

Serial number (right side):

_____

Date of purchase:

_____

Authorized hearing care Professional (stamp/signature):

_____

9. Compliance information

Europe:

Declaration of Conformity
Hereby Phonak AG declares that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on www.phonak.com (Phonak worldwide locations).

Australia: Supplier Code Number	15398
New Zealand: Supplier Code Number	Z1285

9. Compliance information

The wireless models listed in chapter 1 are certified under:

USA	FCC ID:	KWC-WHSSAN1
Canada	IC:	2262A-WHSSAN1

Notice 1:
This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

1) this device may not cause harmful interference, and
2) this device must accept any interference received, including interference that may cause undesired operation.

Notice 2:
Changes or modifications made to this device not expressly approved by Phonak may void the FCC authorization to operate this device.

Notice 3:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

10. Information and description of symbols

With the CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications equipment. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.

This symbol indicates that the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type B.

	EMC and Radio communications compliance label Australia.
	This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.
	Important information for handling and product safety.
Operating conditions	The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

Transport and storage conditions	Temperature: -20° to +60° Celsius (-4° to + 140° Fahrenheit) Humidity Transportation: Up to 90% (non condensing) Humidity Storage: 0% to 70%, if not in use. See instruction in chapter 2.2 regarding drying the hearing aid after use. Atmospheric pressure: 200 hPA to 1500 hPa
	The symbol with the crossed-out garbage bin is to make you aware that this hearing aid may not be thrown away as normal household waste. Please dispose of old or unused hearing aids, at waste disposal sites intended for electronic waste, or give your hearing aid to your hearing care professional for disposal. Proper disposal protects the environment and health.

Notes

Manufacturer:
Phonak AG
Laubisrütistrasse 28
CH-8712 Stäfa
Switzerland

www.phonak.com

CE 0459

029-0048-02/V7.00/2014-09/A+W/FO Printed in Switzerland
© Phonak AG All rights reserved